


## Whitebear, Windy

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Monday, June 24, 2019 1:25 PM  
**To:** Whitebear, Windy  
**Subject:** You've been invited to join Ring Neighbors Portal

### FOR OFFICIAL USE ONLY

Unauthorized use of this information is in violation  
of Penal Code Sections 13302-13305 and may  
subject violators to misdemeanor charges.

RELEASED TO: LOUISE MATSAKIS

BY: S. NURTE DATE: 7/2/19   
EL MONTE POLICE DEPARTMENT

**You've been invited to join Ring Neighbors Portal.**

Ring invites you to join the **El Monte Police Department**  
in the Ring Neighbors Portal.

Neighbors Portal provides the **El Monte Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

**Join Portal Now**

\*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers.  
Unfortunately, Internet Explorer is currently not supported.



Email intended for [loisematsakis@elmonte.org](mailto:loisematsakis@elmonte.org)

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## **Reneer, Wyatt**

---

**From:** Williams, Christopher  
**Sent:** Friday, June 21, 2019 12:50 PM  
**To:** Sworn Personnel  
**Subject:** Ring Reward Program -REMINDER-

This is a REMINDER:


Residential crime related to theft and burglary remains a primary topic during neighborhood engagement meetings. The Ring Home Security Camera system provides not only intelligence about suspect's action and descriptions, but serves as a deterrent to crime. The El Monte Police Department will utilize Ring Camera Door Bells as a reward to community members. The Cameras will be provided to witnesses based on the following criteria.

1. Any community member who has descriptive knowledge of a suspect seen committing a burglary to a residence or a theft of property from a residence in El Monte and reports the information to officers during the course of the investigation;
2. Witnesses must provide identifying suspect information; and be willing to testify if needed.
3. An arrest of a suspect connected to the report in which the witness supplied a description or confirmed identity; and information is corroborated to meet the requirements of arrest by police.

Please ensure members of the community that help us are rewarded.

Thank you,

Captain Chris Williams  
El Monte Police Department  
11333 Valley Blvd.  
El Monte, CA 91731



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Bonneau, Ruth

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Wednesday, May 22, 2019 5:39 PM  
**To:** Bonneau, Ruth  
**Subject:** You've been invited to join Ring Neighbors Portal

# ring

**FOR OFFICIAL USE ONLY**

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of Penal Code Sections 13302-13305 and may  
subject violators to misdemeanor charges.  
RELEASED TO:

BY: LOUISE MATSAKIS DATE: 7/12/19  
EL MONTE POLICE DEPARTMENT

**You've been invited to join Ring Neighbors Portal.**

Ring invites you to join the **El Monte Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **El Monte Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

**Join Portal Now**

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ring

## Williams, Christopher

---

**From:** Andrea Han [REDACTED]  
**Sent:** Monday, July 15, 2019 10:03 AM  
**To:** Williams, Christopher  
**Cc:** Angela Kang  
**Subject:** Neighbors App Users Update

**Categories:** PRR270

Hi Captain,

Hope your weekend is going well. Apologies for the delay--we've had some data delay issues. As a follow up to our call, since EMPD first onboarded on 5/1, you all have increased your Neighbors app users (El Monte residents) by 1,058 users! Great job!

--

Thanks,

Andrea Han

Partner Success Manager  
[REDACTED]

---



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Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



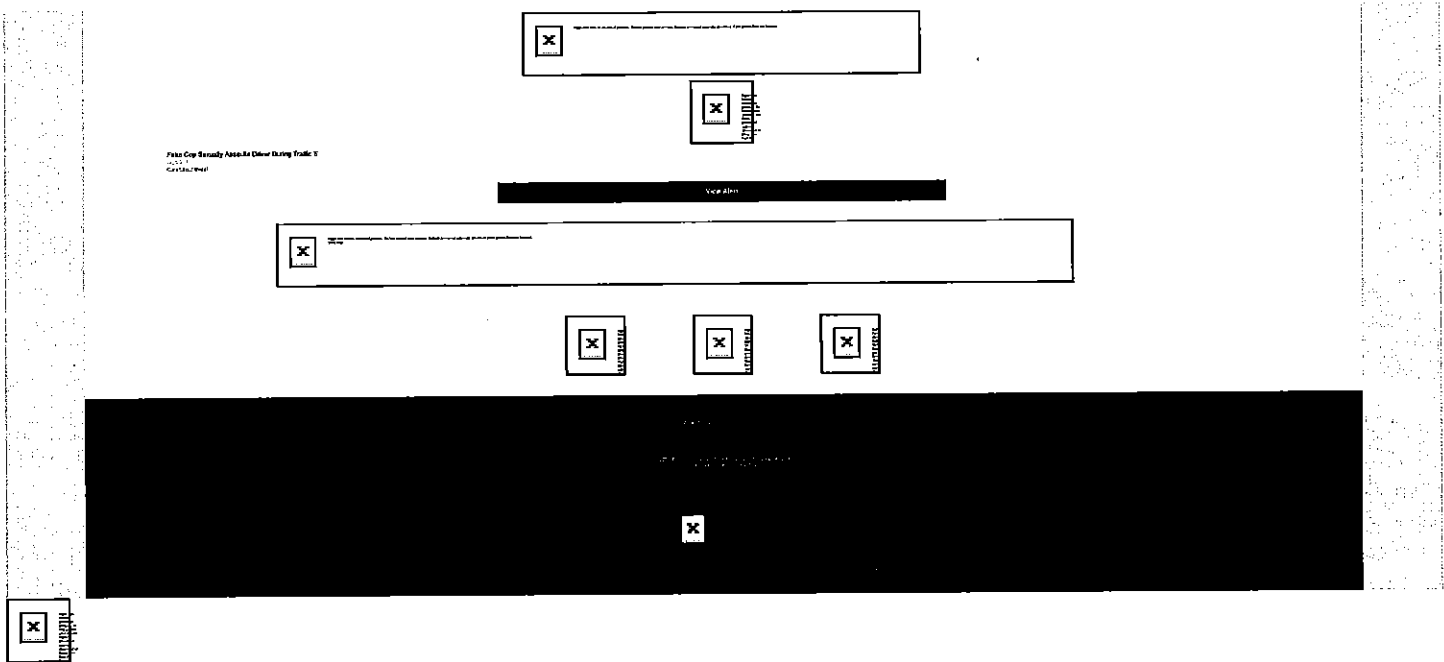
[Download the Neighbors App.](#)  
Join the new neighborhood watch.

[See our Law Enforcement Resolutions](#)

**Williams, Christopher**

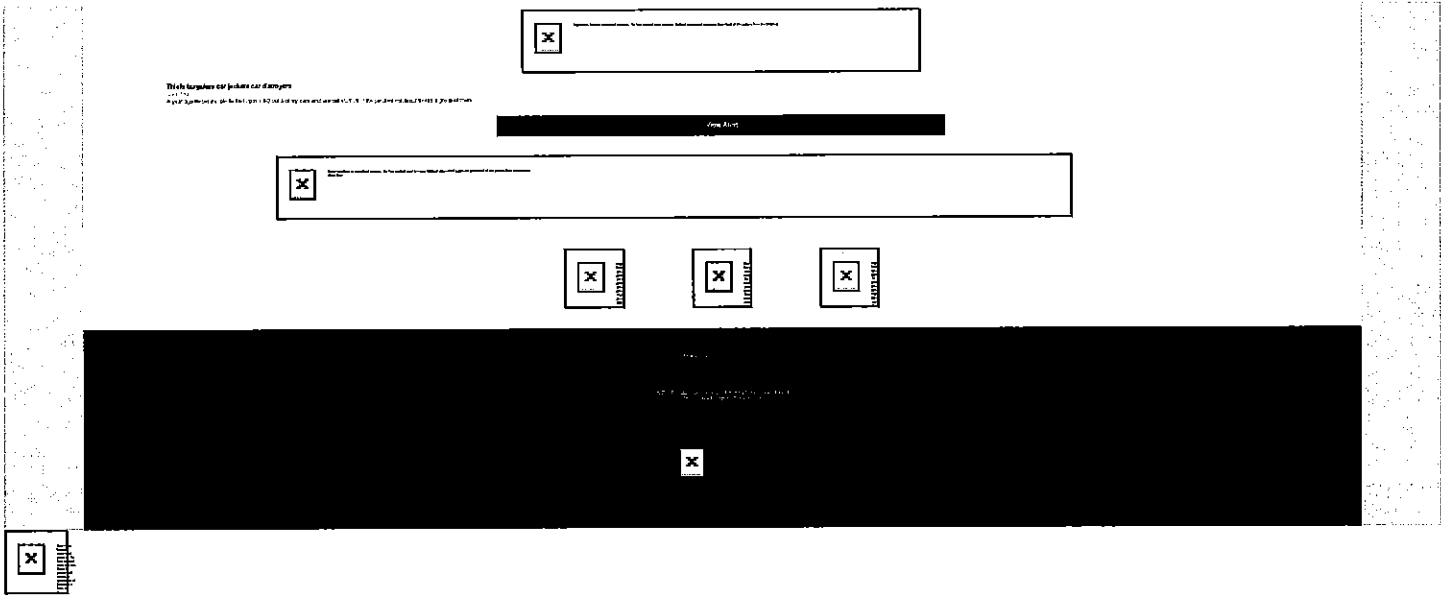
**From:** Ring Team [no-reply@ring.com]  
**Sent:** Friday, July 05, 2019 3:14 PM  
**To:** Williams, Christopher  
**Subject:** New Crime Alert: Fake Cop Sexually Assaults Driver During Traffic S

**Categories:** PRR270



Williams, Christopher

From: Ring Team [no-reply@ring.com]  
Sent: Thursday, July 04, 2019 8:39 AM  
To: Williams, Christopher  
Subject: New Crime Alert: Thiefs burglars car jackers car distroyers  
  
Categories: PRR270



\_\_\_\_\_

Category	Percentage	Count
Category 1	10%	10
Category 2	20%	20
Category 3	30%	30
Category 4	40%	40
Category 5	50%	50
Category 6	60%	60
Category 7	70%	70
Category 8	80%	80
Category 9	90%	90
Category 10	100%	100

**Calculus:**

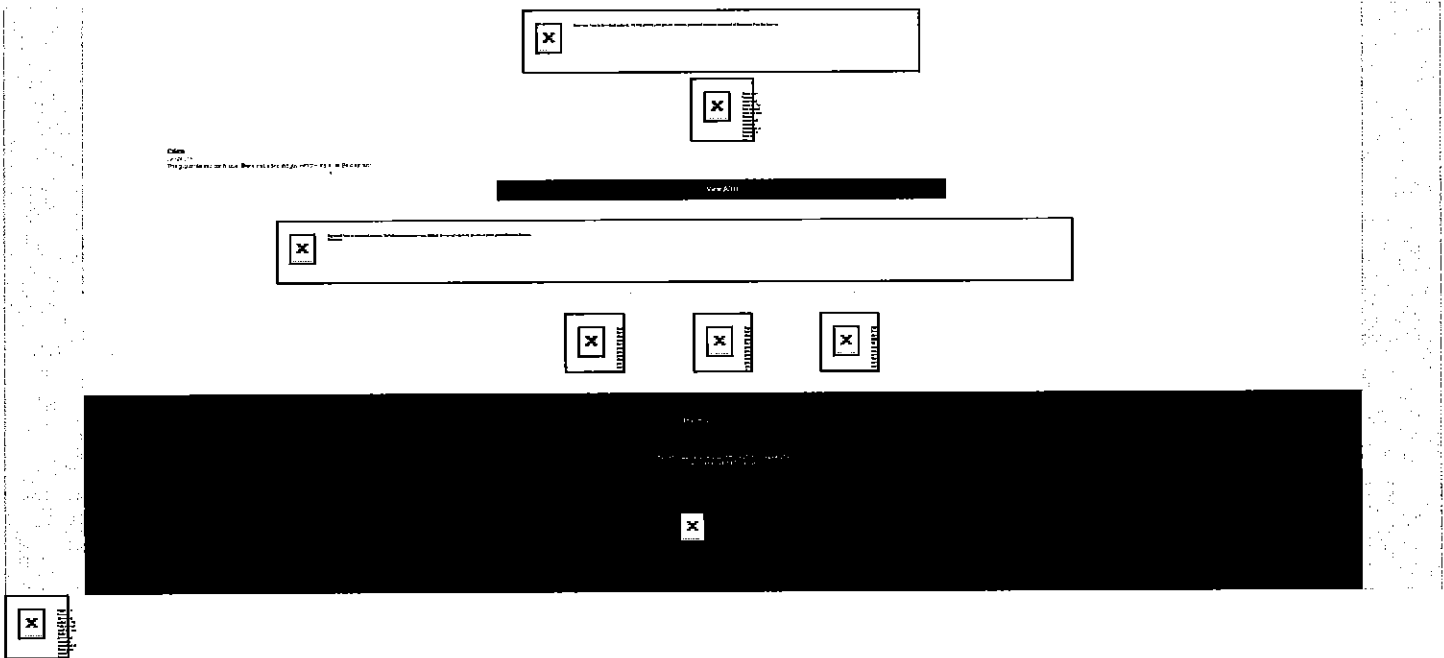




**Williams, Christopher**

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Friday, June 28, 2019 5:16 PM  
**To:** Williams, Christopher  
**Subject:** New Crime Alert: Crime

**Categories:** PRR270



Williams, Christopher: \_\_\_\_\_

Subject: Boost Leads with Video Requests

### Categories.

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[illegible]

9.  $f(x) = \frac{1}{2}x^2 - 2x + 3$  and  $g(x) = \frac{1}{2}x^2 - 2x + 3$  are both functions of  $x$ .

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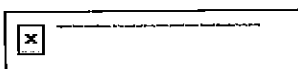
## Williams, Christopher

---

**From:** Ring Team [videorequest@ring.com]  
**Sent:** Friday, June 21, 2019 12:33 PM  
**To:** Williams, Christopher  
**Subject:** Urgent: El Monte Police Department needs your help

**Categories:** PRR270

This is your copy of the Request Video email.  
The links below have been disabled in this copy, but the links are active for Ring users.



Dear **Christopher**,

Ring has partnered with **Captain Christopher Williams** of the **El Monte Police Department** to investigate an incident that occurred near your home and your Ring device captured video that may help. El Monte Police Department is seeking videos recorded between: **June 11th from 6:00 PM to 9:00 PM**

**Share Your Ring Videos Now**

[Or check your Ring videos before sharing](#)

A message from Captain Williams:

We are seeking the help of the Ring Neighbors network to obtain video that might help in identifying a residential burglary suspect. Please share your videos from this time period with us so we can identify the person responsible.

If you would like to take direct action against crime in your community, this is a great opportunity. By choosing to share your Ring videos, the El Monte Police Department will receive the videos you elect to share, along with your email address and physical address. Please note that upon receiving this email, none of your information has been released to law enforcement.

This is a time-sensitive matter, so please review and share your Ring videos as soon as possible. Thank you for making your neighborhood a safer place.

Stay safe,  
Ring Team

If you have any questions or concerns, please contact Captain Williams at El Monte Police Department or **reply to this email** to contact the Ring Team.

Please unsubscribe me from future requests to share footage



Email intended for

[Learn more about video requests.](#)

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Williams, Ernesto 1981

Subject: Urgent: El Monks 1 since Department needs your help

**Categories:**





## Williams, Christopher

---

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Sunday, June 09, 2019 10:51 PM  
**To:** Williams, Christopher  
**Subject:** New Comment Added to a Post You're Following: "Thief in the neighborhood. Please beware"  
**Categories:** PRR270



Hi Captian Williams,

A Neighbor recently commented on a post you're following:

### Post Title:

Thief in the neighborhood. Please beware

### Neighbor Comment

Neighbor20 wrote: "I hope she is found and be punish"

[VIEW POST](#)



Email intended for Christopher Williams

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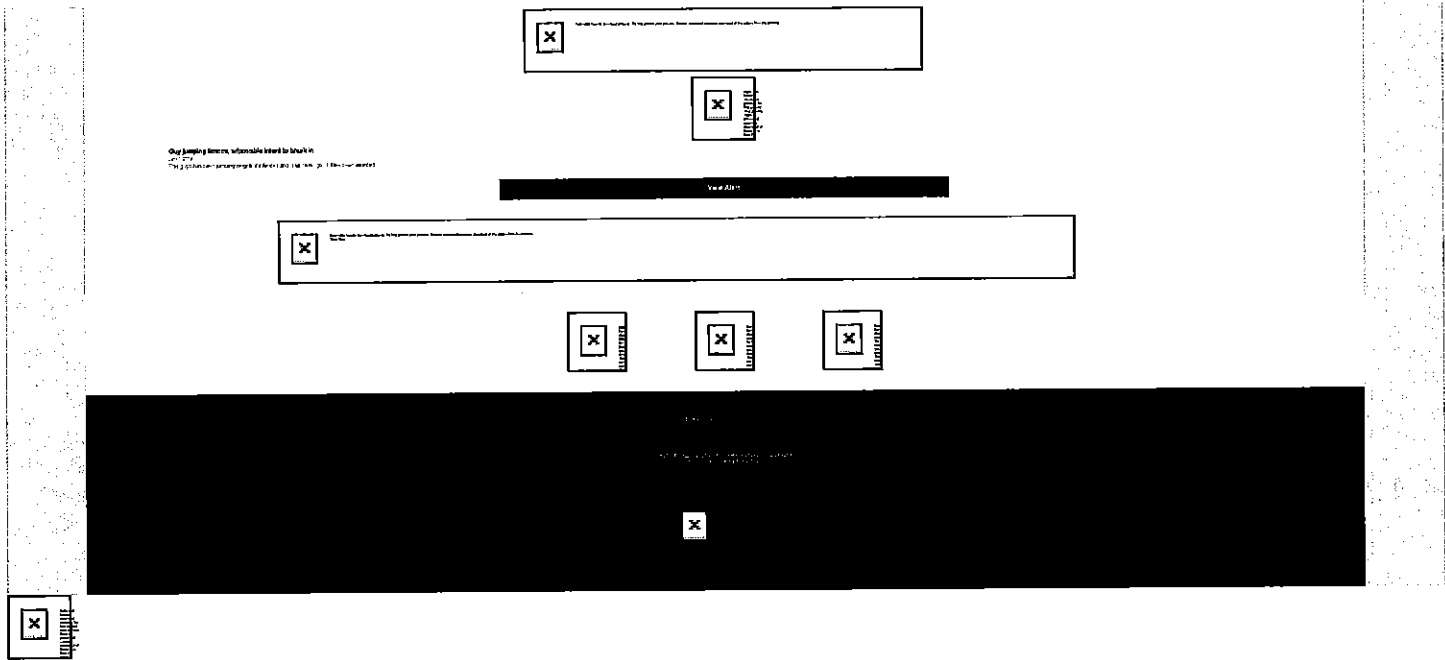




**Williams, Christopher**

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Sunday, June 09, 2019 1:49 PM  
**To:** Williams, Christopher  
**Subject:** New Crime Alert: Guy jumping fences, w/possible intent to break in

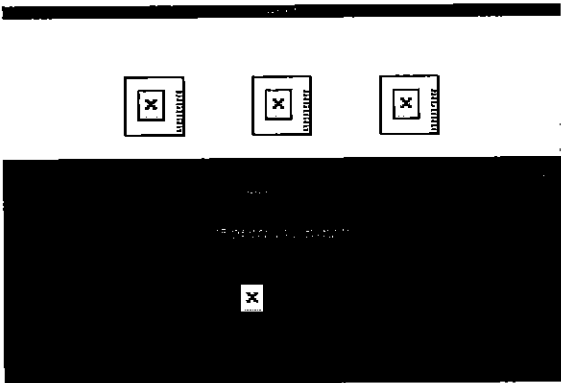
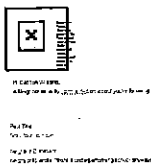
**Categories:** PRR270



**Williams, Christopher**

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**From:** Ring Team [no-reply@ring.com]  
**Sent:** Thursday, June 06, 2019 9:53 AM  
**To:** Williams, Christopher  
**Subject:** New Comment Added to a Post You're Following: "Grey four door car "  
  
**Categories:** PRR270



**Williams, Christopher**

---

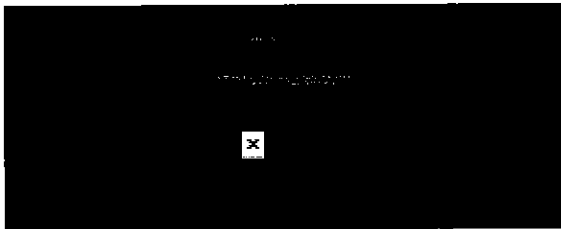
**From:** Ring Team [no-reply@ring.com]  
**Sent:** Thursday, June 06, 2019 8:34 AM  
**To:** Williams, Christopher  
**Subject:** New Comment Added to a Post You're Following: "Grey four door car "

**Categories:** PRR270



Ring Team  
Address: 1000 1st St, San Francisco, CA 94103

Ring Team  
Address: 1000 1st St, San Francisco, CA 94103  
Phone: (415) 833-8271  
Email: [redacted]





## Williams, Christopher

---

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Tuesday, June 04, 2019 10:38 PM  
**To:** Williams, Christopher  
**Subject:** New Comment Added to a Post You're Following: "Grey four door car "  
**Categories:** PRR270



Hi Captian Williams,

A Neighbor recently commented on a post you're following:

### Post Title:

Grey four door car

### Neighbor Comment

Neighbor26 wrote: "Thank you all. I will do so first thing in the morning my mother feel asleep. She's of age so I'm gonna let her rest. First thing tomorrow morning. I appreciate your concern. Goodnight "

[VIEW POST](#)



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## Williams, Christopher

---

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Tuesday, June 04, 2019 8:00 PM  
**To:** Williams, Christopher  
**Subject:** New Comment Added to a Post You're Following: "Grey four door car "

**Categories:** PRR270



In Categories: Home, Security, and more...

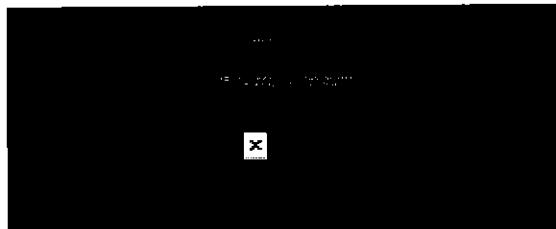
Ring Pro

View this post

Ring Pro

Ring Pro is a professional-grade security camera system that provides 24/7 monitoring and recording. It features a high-resolution camera, a built-in siren, and a two-way audio system. The system is easy to install and can be controlled remotely via the Ring app.

View this post





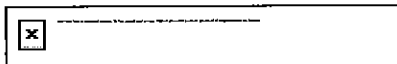


## Williams, Christopher

---

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Sunday, May 19, 2019 12:45 PM  
**To:** Williams, Christopher  
**Subject:** New Crime Alert: Stranger coming in to property

**Categories:** PRR270



### Stranger coming in to property

May 19, 2019

This person came to our home and front neighbors home knocking we never seen him before but came in thru the gate that was closed ... Has anyone seen him or had him coming in to your property?

[View Alert](#)



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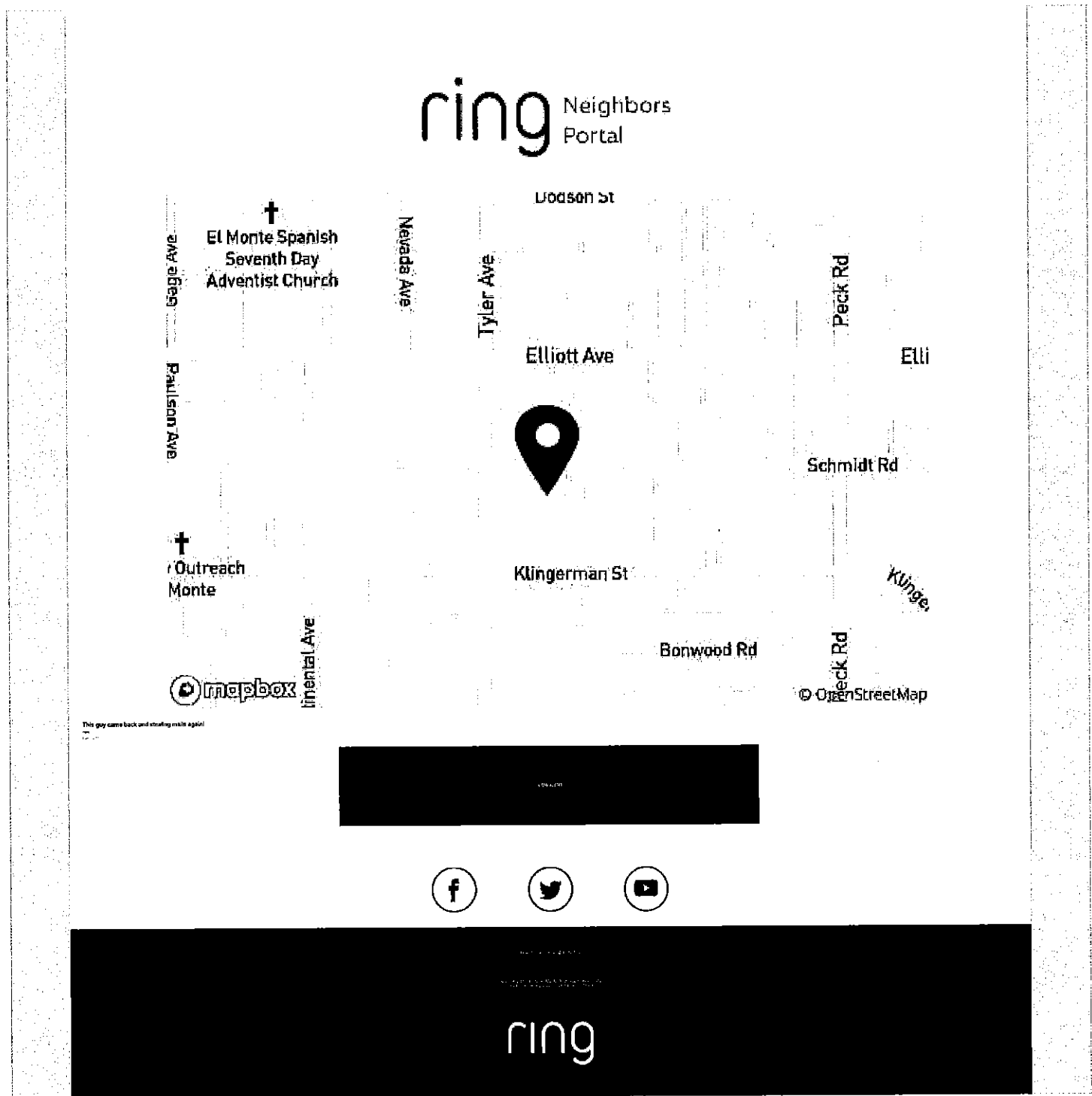
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Williams, Christopher

From: Ring Team [no-reply@ring.com]  
Sent: Wednesday, May 15, 2019 9:45 AM  
To: Williams, Christopher  
Subject: New Crime Alert: This guy came back and stealing mails again!

Categories: PRR270





## Williams, Christopher

---

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Sunday, May 05, 2019 12:36 PM  
**To:** Williams, Christopher  
**Subject:** New Crime Alert: Crime 2 thieves Gray Ford 150 El Monte

**Categories:** PRR270



### Crime 2 thieves Gray Ford 150 El Monte

crime

May 5 2019

Valley and Garvey. Items taken from work yard. Ford F150. Gray. Paper plates. Light body damage to driver side rear. Driver White male 50s white hair and white Beard and mustache. Passenger white female 40s long dark hair.

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



**Williams, Christopher**

---


**From:** Ring Team [no-reply@ring.com]  
**Sent:** Sunday, May 05, 2019 10:55 AM  
**To:** Williams, Christopher  
**Subject:** New Neighbor Alert: Thiefs!!!!!!




**Categories:** PRR270


  



**Thiefs!!!!!!**

For more information on this alert, please visit our website at [www.ring.com](http://www.ring.com). You can also contact us at 1-800-451-5224. We are committed to keeping you safe and secure. Thank you for choosing Ring.











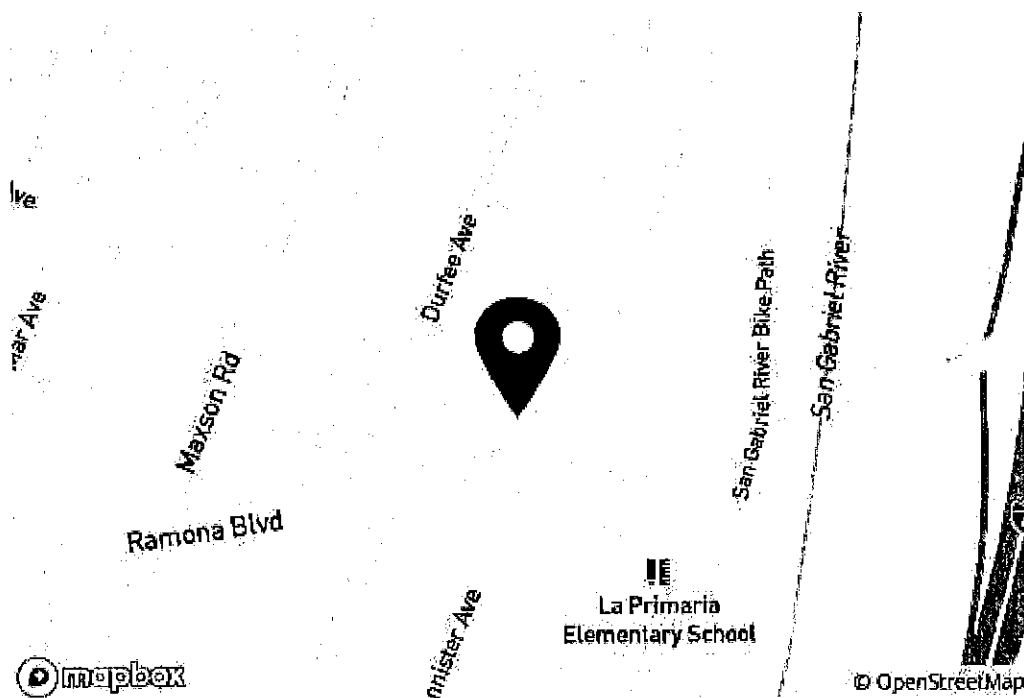
## Williams, Christopher

---

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Monday, April 29, 2019 9:27 AM  
**To:** Williams, Christopher  
**Subject:** New Neighbor Alert: My dog was taken from my front yard

**Categories:** PRR270

ring Neighbors  
Portal



## My dog was taken from my front yard

crime

April 29 2019

My dog was taken from my front yard on Wednesday April 24th at 4:37 pm. By a kid and what appeared to be his parent driving a Silver Chevy Tahoe. Just got back from spring break going thru all cameras will post



more videos. If you seen my dog is a male boxer Fawn color or if you know the person that took them please tell them to return my dog to the same house they took the dog. If anyone knows what else or where can I get more regarding this crime please advice. Thank you everyone.

[VIEW ALERT](#)



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ring

## Williams, Christopher

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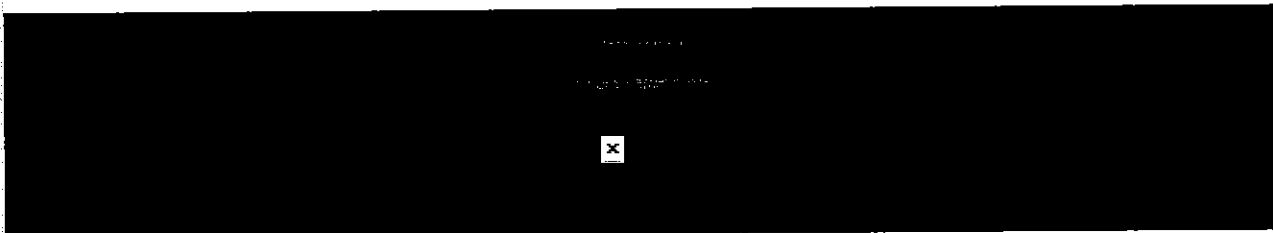
**From:** Ring Team [no-reply@ring.com]  
**Sent:** Sunday, April 28, 2019 2:18 PM  
**To:** Williams, Christopher  
**Subject:** New Neighbor Alert: My dog has been dognapped

**Categories:** PRR270



My dog has been dognapped

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## Williams, Christopher

---

**From:** Kaleigh Bueckert-Orme [REDACTED]  
**Sent:** Tuesday, April 09, 2019 3:50 PM  
**To:** Williams, Christopher  
**Cc:** Andrea Han  
**Subject:** Re: PR Intro + Materials - El Monte PD (CA) Joins Neighbors by Ring

**Categories:** PRR270

Hi Captain Williams,

Apologies for the delay here. I will have an edited draft to you by EOD today.

Thanks!  
Kaleigh

On Mon, Apr 8, 2019 at 9:23 AM Williams, Christopher [REDACTED] wrote:

Andrea and Kaleigh,

We have been working on a roll out for our City Newsletter and Social media on our end. Attached is some of the prep work. Please review and advise if there is any concerns or issues that we can address.

The PDF is solely for image layout and visual appeal. The written material will be taken from the Word Document and fitted in based on editor needs.

Thank you,

Captain Chris Williams

El Monte Police Department

11333 Valley Blvd.

El Monte, CA 91731

[REDACTED]

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---

**From:** Andrea Han [REDACTED]  
**Sent:** Wednesday, April 03, 2019 11:08 AM  
**To:** Lowry, Benjamin; Cobian, Roger; Luna, Richard; Williams, Christopher  
**Cc:** Media; Kaleigh Bueckert-Orme  
**Subject:** PR Intro + Materials - El Monte PD (CA) Joins Neighbors by Ring

Hi Captain Williams & EMPD Portal Coordinators,

Great connecting with you!

I know we are looking forward to Onboarding on Wednesday, May 1 and to officially launching El Monte PD on the Neighbors app platform.

I wanted to introduce Kaleigh Bueckert-Orme from Ring's PR Team (CC'd) and send over press packet materials below as discussed so your team can begin to review and coordinate with Kaleigh on plans / materials for the initial public announcement between now and Onboarding.

First item to note is the In-App message sent from Ring one day prior to your scheduled Onboarding as a simple a courtesy message to our existing users in the area so they know your Department will be joining the conversation (see example & more info [here](#)).

**Beyond the in-app message, please review the materials below and be sure to coordinate on broader announcement plans and share any draft materials with KaleighMorgan / our media team in advance and before anything goes out to the press or public.**

[Click here](#) to access the Announcement Press Packet and download the following materials;

- **Press Release Template:** Meant as a starting point template with standard messaging for you to update and send as final draft (via [Media@ring.com](mailto:Media@ring.com)) so our PR team can review and sign off before your team distributes via local press list, Dept. website, social media pages & any other preferred channels.
- **Sample Social Media Posts:** Sample content for posting the initial announcement via Facebook, Twitter, Nextdoor & any other social channels in tandem with the press release.
- **Talking Points & Reactive Q&A:** Basic talking points and answers to commonly asked questions for Dept. representatives to use when speaking about the Neighbors app and our partnership with the press/public.
- **Neighbors App Logo & Imagery:** High-res versions of the Neighbors app logo and other contextual images to incorporate with PR materials as needed.

The Neighbors App download link and simple text info below should be included in the initial announcement and in any future public communications from the Dept. when appropriate so that residents are able to download the app and participate;

**Download Link:** <http://download.ring.com/neighbors>

**Simple Text Info:** Or, simply text 'StaySafe' to 555888 from your smartphone. *(not case sensitive)*

That's it for now! Let us know once you've had a chance to review and if you have any questions in the meantime.

Best,  
Andrea

--

Andrea Han

Partner Success Manager



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

[See our agency success stories](#)

--  
Kaleigh Bueckert-Orme  
PR Coordinator  
[REDACTED]

---



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Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

## Williams, Christopher

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**Subject:** Updated invitation: Portal Onboarding 1 (Investigations) @ Wed May 1, 2019 10am - 11am (PDT) [REDACTED]  
**Location:** 11333 Valley Blvd, El Monte, CA 91731  
**Start:** Wed 5/1/2019 10:00 AM  
**End:** Wed 5/1/2019 11:00 AM  
**Recurrence:** (none)  
**Meeting Status:** Accepted  
**Organizer:** [REDACTED]  
**Categories:** PRR270

This event has been changed.  
[more details »](#)

### Changed: Portal Onboarding 1 (Investigations)

**When** Wed May 1, 2019 10am – 11am Pacific Time - Los Angeles  
**Where** 11333 Valley Blvd, El Monte, CA 91731 ([map](#))  
**Calendar** [REDACTED]  
**Who** [REDACTED]

We look forward to seeing you at the 10am Portal Onboarding on Wednesday 5/1! To kick off the Ring<->EMPD partnership, during this Onboarding you will be trained on how to use Portal, a Law Enforcement tool created by Ring that assists law enforcement with reducing crime. Portal utilizes the critical crime and safety events that are posted in the Neighbors App by Ring to assist in law enforcement operations and investigations. Portal allows you to post information relating to critical incidents and other incidents in the app to keep civilians in your jurisdiction regarding anything crime and safety related in their neighborhoods. In advance of this Onboarding, please download the free Neighbors App from the app store. See you at the Onboarding!

Going [REDACTED] [Yes](#) - [Maybe](#) - [No](#) [more options »](#)  
Invitation from [Google Calendar](#)

You are receiving this courtesy email at the account [REDACTED] because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at <https://www.google.com/calendar/> and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to send a response to the organizer and be added to the guest list, or invite others regardless of their own invitation status, or to modify your RSVP. [Learn More.](#)




invite.ics




**Williams, Christopher**

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Saturday, April 06, 2019 9:43 AM  
**To:** Williams, Christopher  
**Subject:** New Neighborhood Alert




**Categories:** PRR270

  
New Neighborhood Alert




Best view shown without images.  
This email contains images that may not display. To download a copy of the images, click on the images in the email body.


View Alert



New Neighborhood Alert

New Neighborhood Alert







## Williams, Christopher

---

**Subject:** Canceled event: Ring LE Portal Discussion @ Tue Feb 26, 2019 10am - 10:50am (PST)  
**Location:** El Monte Police Department, 11333 Valley Blvd, El Monte, CA 91731, USA  
**Start:** Tue 2/26/2019 10:00 AM  
**End:** Tue 2/26/2019 10:50 AM  
**Show Time As:** Free  
**Recurrence:** (none)  
**Meeting Status:** Accepted  
**Organizer:** [REDACTED]  
**Categories:** PRR270

This event has been canceled.

### Ring LE Portal Discussion

**When** Tue Feb 26, 2019 10am -- 10:50am Pacific Time - Los Angeles  
**Where** El Monte Police Department, 11333 Valley Blvd, El Monte, CA 91731, USA ([map](#))  
**Calendar** [REDACTED]  
**Who** [REDACTED]

Invitation open to anyone who might benefit from a better understanding on how Ring works with Law Enforcement to reduce crime in communities.

Presentation of the Ring Platform (devices and social sharing app) and the LE Portal (Law enforcement access to the platform) for viewing and commenting on Neighbor (Ring Owner) shared video, engaging the community on crime and safety issues and requesting Neighbor video specific to location, time and date.

In advance of the presentation, it is advised that attendees download the free "Neighbors by Ring" App (IOS and Android).

The presentation last approximately 45 to 60 minutes depending on Q & A.

Invitation from [Google Calendar](#)

You are receiving this courtesy email at the account [REDACTED] because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at <https://www.google.com/calendar/> and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to modify your RSVP response. [Learn More](#).



invite.ics

**Lowry, Benjamin**

---

**From:** [REDACTED]  
**Sent:** Wednesday, May 01, 2019 10:59 AM  
**To:** Enriquez, Sergio; Fierro, George; Garcia, David; Girgle, Jeffery; Glick, Brian; Gonzalez, Richard; Luna, Richard; Molina, Carlos; Nafarrate, Eduardo; Reneer, Wyatt; Saenz, Art; Santa Anna, Armando; Shimazu, Blaine; Urias, Julian; Walterscheid, Eric; Yanez, Pedro; Atkinson, Jared; Figueroa, Aldair; Flores, Rene; Gall, Gary; Ramirez, Francisco; Abbott, Ryan; Burse, Jacob; Sardina, Roger; Snook, Mark; Williams, Christopher; Lowry, Benjamin; Buckhannon, Michael; Cobian, Roger; Fisher, Jake; Nurte, Shannon  
**Cc:** Angela Kang  
**Subject:** [Portal] Comments: A Two Way Communication Tool  
**Attachments:** Portal Comments.xlsx

Hi EPD Portal Users,

Hope this email finds you well. I noticed that both of you created Portal accounts and logged in. Now that you are more acquainted with Portal I wanted to share best practices around Comments that our most successful agency partners have done. As a reminder, **frequent and real** time commenting and posting on Portal significantly improves EMPD's relationship with civilians. Here's a list of resources to help you get started:

#### **General Tips**

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#### **Canned Comments**

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#### **Examples of Comments Interaction**

[Link](#) (must be logged into EPD's Portal)

#### **How to Log In to Portal**

*\*Please use Chrome. Internet Explorer is not compatible.*

1. go to <https://nw.ring.com/>
2. Enter password
3. Bookmark <https://nw.ring.com/> for quick, easy access to Neighbors Portal

Please let me know if you have any add'l questions!

--

Thanks,

Andrea Han

Partner Success Manager



ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

See our agency success stories

**Lowry, Benjamin**

---

**From:** Andrea Han [REDACTED]  
**Sent:** Wednesday, April 03, 2019 11:08 AM  
**To:** Lowry, Benjamin; Cobian, Roger; Luna, Richard; Williams, Christopher  
**Cc:** Media; Kaleigh Bueckert-Orme  
**Subject:** PR Intro + Materials - El Monte PD (CA) Joins Neighbors by Ring

Hi Captain Williams & EMPD Portal Coordinators,

Great connecting with you!

I know we are looking forward to Onboarding on Wednesday, May 1 and to officially launching El Monte PD on the Neighbors app platform.

I wanted to introduce Kaleigh Bueckert-Orme from Ring's PR Team (CC'd) and send over press packet materials below as discussed so your team can begin to review and coordinate with Kaleigh on plans / materials for the initial public announcement between now and Onboarding.

First item to note is the In-App message sent from Ring one day prior to your scheduled Onboarding as a simple a courtesy message to our existing users in the area so they know your Department will be joining the conversation (see example & more info [here](#)).

**Beyond the in-app message, please review the materials below and be sure to coordinate on broader announcement plans and share any draft materials with KaleighMorgan / our media team in advance and before anything goes out to the press or public.**

[Click here](#) to access the Announcement Press Packet and download the following materials;

- **Press Release Template:** Meant as a starting point template with standard messaging for you to update and send as final draft (via [Media@ring.com](mailto:Media@ring.com)) so our PR team can review and sign off before your team distributes via local press list, Dept. website, social media pages & any other preferred channels.
- **Sample Social Media Posts:** Sample content for posting the initial announcement via Facebook, Twitter, Nextdoor & any other social channels in tandem with the press release.
- **Talking Points & Reactive Q&A:** Basic talking points and answers to commonly asked questions for Dept. representatives to use when speaking about the Neighbors app and our partnership with the press/public.
- **Neighbors App Logo & Imagery:** High-res versions of the Neighbors app logo and other contextual images to incorporate with PR materials as needed.

The Neighbors App download link and simple text info below should be included in the initial announcement and in any future public communications from the Dept. when appropriate so that residents are able to download the app and participate;

**Download Link:** <http://download.ring.com/neighbors>

**Simple Text Info:** Or, simply text 'StaySafe' to 555888 from your smartphone. (*not case sensitive*)

That's it for now! Let us know once you've had a chance to review and if you have any questions in the meantime.  
Best,  
Andrea

--  
Andrea Han  
Partner Success Manager

---

ring

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Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



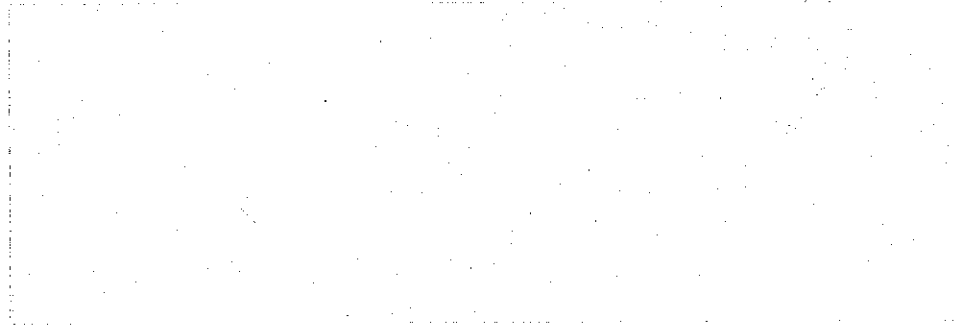
Download the Neighbors App.  
Join the new neighborhood watch.

See our agency success stories

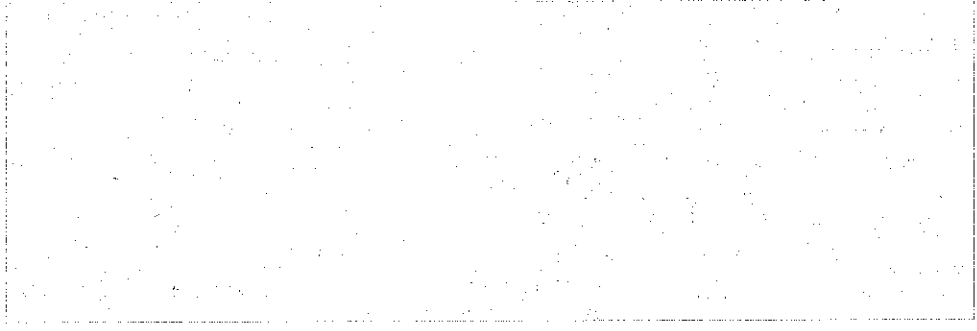
**Lowry, Benjamin**

---

**From:** Ring Team <no-reply@ring.com>  
**Sent:** Wednesday, April 03, 2019 11:01 AM  
**To:** Lowry, Benjamin  
**Subject:** You've been invited to join Ring Neighbors Portal



# ring



**You've been invited to join Ring Neighbors Portal.**

Ring invites you to join the **El Monte Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **El Monte Police**



the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

Join Portal Now

\*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers. Unfortunately, Internet Explorer is currently not supported.



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ring

**Bonneau, Ruth**

---

**From:** Ring Team [noreply@asknicelyemail.com]  
**Sent:** Wednesday, June 05, 2019 5:42 PM  
**To:** Bonneau, Ruth  
**Subject:** Hi Ruth, just a quick question about Ring Neighbors Portal

# ring Neighbors Portal

How likely are you to recommend Ring's Neighbors Portal to others in law enforcement?

0 1 2 3 4 5  
6 7 8 9 10

1 - Not Likely

10 - Extremely Likely

The email was sent by AskNicely on behalf of Ring's Neighbors Portal.

Powered by AskNicely

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AskNicely



**FOR OFFICIAL USE ONLY**

Unauthorized use of this information is in violation of Penal Code Sections 13302-13305 and may subject violators to misdemeanor charges.

RELEASED TO:

LOUISE MATSARIS

BY: S. NURRE DATE: 7/10/19

EL MONTE POLICE DEPARTMENT

Cramer, Ernie

From: Ring Team [no-reply@ring.com]  
Sent: Wednesday, May 01, 2019 12:10 PM  
To: Cramer, Ernie  
Subject: You've been invited to join Ring Neighbors Portal



## You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **El Monte Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **El Monte Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

[Join Portal Now](#)

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Email intended for Cramer, Ernie

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**Saenz, Art**

---

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Friday, May 10, 2019 5:16 PM  
**To:** Saenz, Art  
**Subject:** You've been invited to join Ring Neighbors Portal



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[Join Portal Now](#)

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Email intended for [Art Saenz](#) (no-reply@ring.com)

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## Polanco, Victor

---

**From:** Gonzalez, Richard  
**Sent:** Wednesday, July 03, 2019 12:33 PM  
**To:** Polanco, Victor  
**Subject:** FW: Welcome to Portal

---

**From:** Angela Kang [REDACTED]  
**Sent:** Thursday, May 02, 2019 1:42 PM

**To:** Enriquez, Sergio; Fierro, George; Garcia, David; Girgle, Jeffery; Glick, Brian; Gonzalez, Richard; Luna, Richard; Molina, Carlos; Nafarrate, Eduardo; Reneer, Wyatt; Saenz, Art; Santa Anna, Armando; Shimazu, Blaine; Urias, Julian; Walterscheid, Eric; Yanez, Pedro; Atkinson, Jared; Figueroa, Aldair; Flores, Rene; Gall, Gary; Ramirez, Francisco; Abbott, Ryan; Burse, Jacob; Sardina, Roger; Snook, Mark; Polanco, Victor; Fisher, Jake; Casados, Juan; Singleterry, James; Flores, Rene; Rojas, Jesus; Williams, Christopher  
**Subject:** Welcome to Portal

Greetings,

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### Create an Account

*\*Please use Chrome. Internet Explorer is not compatible.*

1. Check your inbox for an email from [no-reply@ring.com](mailto:no-reply@ring.com)
2. Click the **Join Portal** button
3. Follow the prompts to create your account
4. Bookmark <https://nw.ring.com/> for quick, easy access to Neighbors Portal

### Next Steps

1. **Make a Comment.** The initial three months of the partnership will set the tone for EMPD's relationship with civilians on Portal. This is why it's crucial to start posting and commenting immediately. The civilian nature on the Neighbors App is real time so the best practice towards a successful agency and civilian relationship is responding **frequently** and in **real time**. Here's a list of canned comments and examples from our most successful agency partners that you can use to copy and paste from when responding to posts: >>[Portal Comments](#)<<.
2. **Anyone Can Use Neighbors.** Neighbors is a free app that anyone can download and use, whether they own a home surveillance system or not.
3. **Ask Your Community to Join Neighbors.** Portal grows in value with each resident that downloads the Neighbors app. They can download the app directly at <https://download.ring.com/elmonte> or by texting "**elmonteca**" to 555888.

### References

1. [Portal Resource Center](#) - For information on how to utilize the Portal and how to submit a preservation request/subpoena.

### Law Enforcement Discount on Ring Devices

Get **\$50 off\*** (per device) on our doorbells, security cameras, and alarm system when you use discount code **NBELMONTE** on [Ring.com](https://Ring.com) and check out using your [@elmonte.gov](mailto:@elmonte.gov) email address.


\*Discount excludes the \$99 Video Doorbell Classic and is not applicable to bundles or accessories.

Lastly if you have a free moment, please click [here](#) to take a quick 2 minute survey on today's training. Please let me know if you have any questions at all and feel free to reach out directly if you need anything in the future!

Thank you,

Angela Kang

Partner Success Manager



---



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Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

## Fisher, Jake

---

**From:** Fierro, George  
**Sent:** Wednesday, July 03, 2019 12:18 PM  
**To:** Fisher, Jake  
**Subject:** RING - I deleted the email

GEORGE FIERRO #492 | SENIOR DETECTIVE | EL MONTE POLICE DEPARTMENT  
11333 VALLEY BLVD. EL MONTE, CA 91731 | [REDACTED]  
[REDACTED]



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## Fisher, Jake

---

**From:** Andrea Han [REDACTED]  
**Sent:** Wednesday, May 01, 2019 10:59 AM  
**To:** Enriquez, Sergio; Fierro, George; Garcia, David; Girgle, Jeffery; Glick, Brian; Gonzalez, Richard; Luna, Richard; Molina, Carlos; Nafarrate, Eduardo; Reneer, Wyatt; Saenz, Art; Santa Anna, Armando; Shimazu, Blaine; Urias, Julian; Walterscheid, Eric; Yanez, Pedro; Atkinson, Jared; Figueroa, Aldair; Flores, Rene; Gall, Gary; Ramirez, Francisco; Abbott, Ryan; Burse, Jacob; Sardina, Roger; Snook, Mark; Williams, Christopher; Lowry, Benjamin; Buckhannon, Michael; Cobian, Roger; Fisher, Jake; Nurre, Shannon  
**Cc:** Angela Kang  
**Subject:** [Portal] Comments: A Two Way Communication Tool  
**Attachments:** Portal Comments.xlsx

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### Examples of Comments Interaction

Link (must be logged into EPD's Portal)

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3. Bookmark <https://nw.ring.com/> for quick, easy access to Neighbors Portal

Please let me know if you have any add'l questions!

--

Thanks,

Andrea Han

Partner Success Manager  
[REDACTED]

## Shimazu, Blaine

---

**From:** Andrea Han [REDACTED]  
**Sent:** Wednesday, May 01, 2019 10:59 AM  
**To:** Enriquez, Sergio; Fierro, George; Garcia, David; Girgle, Jeffery; Glick, Brian; Gonzalez, Richard; Luna, Richard; Molina, Carlos; Nafarrate, Eduardo; Reneer, Wyatt; Saenz, Art; Santa Anna, Armando; Shimazu, Blaine; Urias, Julian; Walterscheid, Eric; Yanez, Pedro; Atkinson, Jared; Figueroa, Aldair; Flores, Rene; Gall, Gary; Ramirez, Francisco; Abbott, Ryan; Burse, Jacob; Sardina, Roger; Snook, Mark; Williams, Christopher; Lowry, Benjamin; Buckhannon, Michael; Cobian, Roger; Fisher, Jake; Nurre, Shannon  
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[REDACTED]



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Santa Monica, CA 90404  
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[Download the Neighbors App.](#)  
Join the new neighborhood watch.

[See our agency success stories](#)

## Shimazu, Blaine

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Wednesday, May 01, 2019 10:28 AM  
**To:** Shimazu, Blaine  
**Subject:** You've been invited to join Ring Neighbors Portal



### You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **El Monte Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **El Monte Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

[Join Portal Now](#)

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Email intended for Shimazu, Blaine

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## Molina, Carlos

---

**From:** Andrea Han [REDACTED]  
**Sent:** Wednesday, May 01, 2019 10:59 AM  
**To:** Enriquez, Sergio; Fierro, George; Garcia, David; Girgle, Jeffery; Glick, Brian; Gonzalez, Richard; Luna, Richard; Molina, Carlos; Nafarrate, Eduardo; Reneer, Wyatt; Saenz, Art; Santa Anna, Armando; Shimazu, Blaine; Urias, Julian; Walterscheid, Eric; Yanez, Pedro; Atkinson, Jared; Figueroa, Aldair; Flores, Rene; Gall, Gary; Ramirez, Francisco; Abbott, Ryan; Burse, Jacob; Sardina, Roger; Snook, Mark; Williams, Christopher; Lowry, Benjamin; Buckhannon, Michael; Cobian, Roger; Fisher, Jake; Nurre, Shannon  
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**Attachments:** Portal Comments.xlsx

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Please let me know if you have any add'l questions!

--

Thanks,

Andrea Han

Partner Success Manager  
[REDACTED]

## Molina, Carlos

---

**From:** Angela Kang [REDACTED]  
**Sent:** Thursday, May 02, 2019 1:42 PM  
**To:** Enriquez, Sergio; Fierro, George; Garcia, David; Girgle, Jeffery; Glick, Brian; Gonzalez, Richard; Luna, Richard; Molina, Carlos; Nafarrate, Eduardo; Reneer, Wyatt; Saenz, Art; Santa Anna, Armando; Shimazu, Blaine; Urias, Julian; Walterscheid, Eric; Yanez, Pedro; Atkinson, Jared; Figueroa, Aldair; Flores, Rene; Gall, Gary; Ramirez, Francisco; Abbott, Ryan; Burse, Jacob; Sardina, Roger; Snook, Mark; Polanco, Victor; Fisher, Jake; Casados, Juan; Singleterry, James; Flores, Rene; Rojas, Jesus; Williams, Christopher  
**Subject:** Welcome to Portal

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### References

1. [Portal Resource Center](#) - For information on how to utilize the Portal and how to submit a preservation request/subpoena.

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Get **\$50 off\*** (per device) on our doorbells, security cameras, and alarm system when you use discount code **NBELMONTE** on [Ring.com](https://Ring.com) and check out using your [@elmonte.gov](mailto:@elmonte.gov) email address.

*\*Discount excludes the \$99 Video Doorbell Classic and is not applicable to bundles or accessories.*

**Garcia, David**

---

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Wednesday, May 01, 2019 10:19 AM  
**To:** Garcia, David  
**Subject:** You've been invited to join Ring Neighbors Portal

# ring

**You've been invited to join Ring Neighbors Portal.**

Ring invites you to join the **El Monte Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **El Monte Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

Join Portal Now

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ring



## Santa Anna, Armando

---

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Wednesday, May 01, 2019 10:28 AM  
**To:** Santa Anna, Armando  
**Subject:** You've been invited to join Ring Neighbors Portal



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Email intended for Santa Anna, Armando

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**Nafarrate, Eduardo**

---

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Wednesday, May 01, 2019 10:25 AM  
**To:** Nafarrate, Eduardo  
**Subject:** You've been invited to join Ring Neighbors Portal



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ring

Rojas, Jesus

---

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Wednesday, May 01, 2019 10:52 AM  
**To:** Rojas, Jesus  
**Subject:** You've been invited to join Ring Neighbors Portal



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ring


**Rojas, Jesus**

---

**From:** Andrea Han [REDACTED]  
**Sent:** Wednesday, May 01, 2019 11:01 AM  
**To:** Rojas, Jesus  
**Subject:** Fwd: [Portal] Comments: A Two Way Communication Tool  
**Attachments:** Portal Comments.xlsx

----- Forwarded message -----

**From:** Andrea Han [REDACTED]  
**Date:** Wed, May 1, 2019 at 10:59 AM  
**Subject:** [Portal] Comments: A Two Way Communication Tool



Hi EPD Portal Users,

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Please let me know if you have any add'l questions!

--

Thanks,

Andrea Han

Partner Success Manager  
[REDACTED]

---



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Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

[See our agency success stories](#)

--

Thanks,

Andrea Han

Partner Success Manager  
c: 949-735-3157

---



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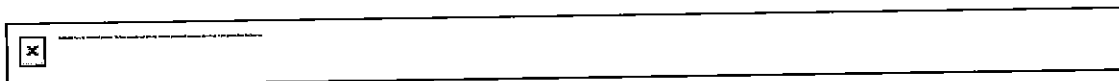
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**Figueroa, Aldair**

---

**From:** Ring Neighbors Portal Team [neighbors-portal@ring.com]  
**Sent:** Tuesday, June 25, 2019 4:00 AM  
**To:** Figueroa, Aldair  
**Subject:** Boost Leads with Video Requests



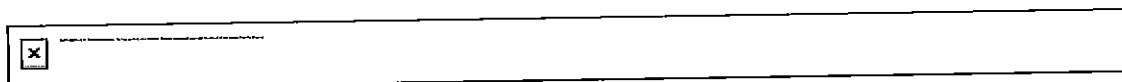
requesting videos from Ring device owners can provide many leads, but you can always use more to close a case. Extend your investigation to non-Ring device owners in the area by **creating a Post** on the Neighbors Portal after submitting a Video Request.

Soliciting information from all neighbors in the area of interest increases your chances of receiving actionable evidence to help solve more cases with one click.

### **Best Practices**

1. When submitting a Video Request, also **create a Post** to extend your reach
2. In your Post, ask neighbors to **share videos** from any kind of security camera or smart device
3. Provide your **contact information** so neighbors can reach out directly

**Go to Neighbors Portal**







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**Our mailing address is:**

1523 26th Street

Santa Monica, CA 90404

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).

Gall, Gary

---

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Wednesday, May 01, 2019 10:34 AM  
**To:** Gall, Gary  
**Subject:** You've been invited to join Ring Neighbors Portal



## You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **EI Monte Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **EI Monte Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

[Join Portal Now](#)

\*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers.  
Unfortunately, Internet Explorer is currently not supported.



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**Ramirez, Francisco**

---

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Wednesday, May 01, 2019 10:36 AM  
**To:** Ramirez, Francisco  
**Subject:** You've been invited to join Ring Neighbors Portal



**You've been invited to join Ring Neighbors Portal.**

Ring invites you to join the **El Monte Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **El Monte Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

**Join Portal Now**

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ring

**Atkinson, Jared**

---

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Wednesday, May 01, 2019 10:32 AM  
**To:** Atkinson, Jared  
**Subject:** You've been invited to join Ring Neighbors Portal



**You've been invited to join Ring Neighbors Portal.**

Ring invites you to join the **El Monte Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **El Monte Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

**Join Portal Now**

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Unfortunately, Internet Explorer is currently not supported.



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## Urias, Julian

---

**From:** Andrea Han [REDACTED]  
**Sent:** Wednesday, May 01, 2019 10:59 AM  
**To:** Enriquez, Sergio; Fierro, George; Garcia, David; Gingle, Jeffery; Glick, Brian; Gonzalez, Richard; Luna, Richard; Molina, Carlos; Nafarrate, Eduardo; Reneer, Wyatt; Saenz, Art; Santa Anna, Armando; Shimazu, Blaine; Urias, Julian; Walterscheid, Eric; Yanez, Pedro; Atkinson, Jared; Figueroa, Aldair; Flores, Rene; Gall, Gary; Ramirez, Francisco; Abbott, Ryan; Burse, Jacob; Sardina, Roger; Snook, Mark; Williams, Christopher; Lowry, Benjamin; Buckhannon, Michael; Cobian, Roger; Fisher, Jake; Nurre, Shannon  
**Cc:** Angela Kang  
**Subject:** [Portal] Comments: A Two Way Communication Tool  
**Attachments:** Portal Comments.xlsx

Hi EPD Portal Users,

Hope this email finds you well. I noticed that both of you created Portal accounts and logged in. Now that you are more acquainted with Portal I wanted to share best practices around Comments that our most successful agency partners have done. As a reminder, **frequent** and **real time** commenting and posting on Portal significantly improves EMPD's relationship with civilians. Here's a list of resources to help you get started:

### **General Tips**

The initial three months of the partnership will set the tone for EMPD's relationship with civilians on Portal. This is why it's crucial to start posting and commenting immediately. The civilian nature on the Neighbors App is real time so the best practice towards a successful agency and civilian relationship is responding frequently and in real time.

### **Canned Comments**

Here's a list of canned comments and examples from our most successful agency partners that you can use to copy and paste from when responding to posts: Portal Comments (also attached). These were written by officer and detective Portal users.

### **Examples of Comments Interaction**

Link (must be logged into EPD's Portal)

### **How to Log In to Portal**

*\*Please use Chrome. Internet Explorer is not compatible.*

1. go to <https://nw.ring.com/>
2. Enter password
3. Bookmark <https://nw.ring.com/> for quick, easy access to Neighbors Portal

Please let me know if you have any add'l questions!

--  
Thanks,

Andrea Han  
Partner Success Manager  
[REDACTED]

# ring

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Santa Monica, CA 90404  
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Download the Neighbors App.  
Join the new neighborhood watch.

[See our agency success stories](#)



**Walterscheid, Eric**

---

**From:** Gonzalez, Richard  
**Sent:** Tuesday, July 02, 2019 8:39 AM  
**To:** Walterscheid, Eric  
**Subject:** FW: You've been invited to join Ring Neighbors Portal

EL MONTE POLICE DEPARTMENT  
Detective Bureau  
11333 Valley Boulevard  
El Monte, CA 91731  
**DETECTIVE ERIC A. WALTERSCHEID 478**

---

**From:** Ring Team [<mailto:no-reply@ring.com>]  
**Sent:** Wednesday, May 01, 2019 10:22 AM  
**To:** Gonzalez, Richard  
**Subject:** You've been invited to join Ring Neighbors Portal

The Ring logo, consisting of the word "ring" in a lowercase, rounded, sans-serif font. The letter "i" has a solid black dot above it.

**You've been invited to join Ring Neighbors Portal.**

Ring invites you to join the **El Monte Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **El Monte Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the

footage from Ring video doorbells and security cameras  
to assist in your investigations.

[Join Portal Now](#)

\*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers.  
Unfortunately, Internet Explorer is currently not supported.



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ring

EL MONTE POLICE DEPARTMENT  
Detective Bureau  
11333 Valley Boulevard  
El Monte, CA 91731

DETECTIVE ERIC A. WALTERSCHEID 478

**Fisher, Jake**

---

**From:** Andrea Han [REDACTED]  
**Sent:** Wednesday, May 01, 2019 10:59 AM  
**To:** Enriquez, Sergio; Fierro, George; Garcia, David; Girgle, Jeffery; Glick, Brian; Gonzalez, Richard; Luna, Richard; Molina, Carlos; Nafarrate, Eduardo; Reneer, Wyatt; Saenz, Art; Santa Anna, Armando; Shimazu, Blaine; Urias, Julian; Walterscheid, Eric; Yanez, Pedro; Atkinson, Jared; Figueroa, Aldair; Flores, Rene; Gall, Gary; Ramirez, Francisco; Abbott, Ryan; Burse, Jacob; Sardina, Roger; Snook, Mark; Williams, Christopher; Lowry, Benjamin; Buckhannon, Michael; Cobian, Roger; Fisher, Jake; Nurre, Shannon  
**Cc:** Angela Kang  
**Subject:** [Portal] Comments: A Two Way Communication Tool  
**Attachments:** Portal Comments.xlsx

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Link (must be logged into EPD's Portal)

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*\*Please use Chrome. Internet Explorer is not compatible.*

1. go to <https://nw.ring.com/>
2. Enter password
3. Bookmark <https://nw.ring.com/> for quick, easy access to Neighbors Portal

Please let me know if you have any add'l questions!

--

Thanks,

Andrea Han

Partner Success Manager  
[REDACTED]

---



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Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



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[See our agency success stories](#)

## Gonzalez, Richard

---

**From:** Andrea Han [REDACTED]  
**Sent:** Wednesday, May 01, 2019 10:59 AM  
**To:** Enriquez, Sergio; Fierro, George; Garcia, David; Girgle, Jeffery; Glick, Brian; Gonzalez, Richard; Luna, Richard; Molina, Carlos; Nafarrate, Eduardo; Reneer, Wyatt; Saenz, Art; Santa Anna, Armando; Shimazu, Blaine; Urias, Julian; Walterscheid, Eric; Yanez, Pedro; Atkinson, Jared; Figueroa, Aldair; Flores, Rene; Gall, Gary; Ramirez, Francisco; Abbott, Ryan; Burse, Jacob; Sardina, Roger; Snook, Mark; Williams, Christopher; Lowry, Benjamin; Buckhannon, Michael; Cobian, Roger; Fisher, Jake; Nurre, Shannon  
**Cc:** Angela Kang  
**Subject:** [Portal] Comments: A Two Way Communication Tool  
**Attachments:** Portal Comments.xlsx

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1. go to <https://nw.ring.com/>
2. Enter password
3. Bookmark <https://nw.ring.com/> for quick, easy access to Neighbors Portal

Please let me know if you have any add'l questions!

--

Thanks,

Andrea Han

Partner Success Manager  
[REDACTED]



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Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



Download the Neighbors App.  
Join the new neighborhood watch.

See our agency success stories

**Girgle, Jeffery**

---

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Wednesday, May 01, 2019 10:20 AM  
**To:** Girgle, Jeffery  
**Subject:** You've been invited to join Ring Neighbors Portal



**You've been invited to join Ring Neighbors Portal.**

Ring invites you to join the **El Monte Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **El Monte Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

[Join Portal Now](#)

\*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers.  
Unfortunately, Internet Explorer is currently not supported.



Email intended for **Jeffery Girgle**

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## Yanez, Pedro

---

**From:** Angela Kang [REDACTED]  
**Sent:** Thursday, May 02, 2019 1:42 PM  
**To:** Enriquez, Sergio; Fierro, George; Garcia, David; Girgle, Jeffery; Glick, Brian; Gonzalez, Richard; Luna, Richard; Molina, Carlos; Nafarrate, Eduardo; Reneer, Wyatt; Saenz, Art; Santa Anna, Armando; Shimazu, Blaine; Urias, Julian; Walterscheid, Eric; Yanez, Pedro; Atkinson, Jared; Figueroa, Aldair; Flores, Rene; Gall, Gary; Ramirez, Francisco; Abbott, Ryan; Burse, Jacob; Sardina, Roger; Snook, Mark; Polanco, Victor; Fisher, Jake; Casados, Juan; Singleterry, James; Flores, Rene; Rojas, Jesus; Williams, Christopher  
**Subject:** Welcome to Portal

Greetings,

Thank you for joining Ring's training session of Neighbors Portal yesterday! Many of you have already received your Portal invitation email from Ring and created your passwords during the training, but for those of you who have not done this step yet please go follow the steps below to do so, so that you could start interacting on the Portal.

### Create an Account

*\*Please use Chrome. Internet Explorer is not compatible.*

1. Check your inbox for an email from [no-reply@ring.com](mailto:no-reply@ring.com)
2. Click the **Join Portal** button
3. Follow the prompts to create your account
4. Bookmark <https://nw.ring.com/> for quick, easy access to Neighbors Portal

### Next Steps

1. **Make a Comment.** The initial three months of the partnership will set the tone for EMPD's relationship with civilians on Portal. This is why it's crucial to start posting and commenting immediately. The civilian nature on the Neighbors App is real time so the best practice towards a successful agency and civilian relationship is responding **frequently** and in **real time**. Here's a list of canned comments and examples from our most successful agency partners that you can use to copy and paste from when responding to posts: >>[Portal Comments](#)<<.
2. **Anyone Can Use Neighbors.** Neighbors is a free app that anyone can download and use, whether they own a home surveillance system or not.
3. **Ask Your Community to Join Neighbors.** Portal grows in value with each resident that downloads the Neighbors app. They can download the app directly at <https://download.ring.com/elmonte> or by texting "elmonteca" to 555888.

### References

1. [Portal Resource Center](#) - For information on how to utilize the Portal and how to submit a preservation request/subpoena.

### Law Enforcement Discount on Ring Devices

Get **\$50 off\*** (per device) on our doorbells, security cameras, and alarm system when you use discount code **NBELMONTE** on [Ring.com](https://Ring.com) and check out using your [@elmonte.gov](mailto:@elmonte.gov) email address.

\*Discount excludes the \$99 Video Doorbell Classic and is not applicable to bundles or accessories.



Lastly if you have a free moment, please click [here](#) to take a quick 2 minute survey on today's training. Please let me know if you have any questions at all and feel free to reach out directly if you need anything in the future!

Thank you,

Angela Kang

Partner Success Manager



---



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

**Snook, Mark**

---

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Wednesday, May 01, 2019 10:39 AM  
**To:** Snook, Mark  
**Subject:** You've been invited to join Ring Neighbors Portal



**You've been invited to join Ring Neighbors Portal.**

Ring invites you to join the **El Monte Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **El Monte Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

**Join Portal Now**

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Unfortunately, Internet Explorer is currently not supported.



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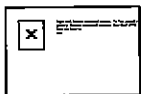
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**Snook, Mark**

---

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Thursday, June 20, 2019 8:23 AM  
**To:** Snook, Mark  
**Subject:** Please Create Your Ring Account



[Customer Stories](#) | [Products](#)

# Create Your Ring Account

Hi Neighbor,

We noticed that someone tried to log into Ring with this email address. Since this email address isn't currently associated with a Ring account, you'll have to create a new one at [Ring.com](#) or on the Ring App.

Tap the button below to create your Ring account today.

[Create My Account](#)

Thanks,  
The Ring Team



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**Burse, Jacob**

---

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Wednesday, May 01, 2019 10:38 AM  
**To:** Burse, Jacob  
**Subject:** You've been invited to join Ring Neighbors Portal



**You've been invited to join Ring Neighbors Portal.**

Ring invites you to join the **El Monte Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **El Monte Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

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ring

**Reynoso, David**

---

**From:** Ring Team <no-reply@ring.com>  
**Sent:** Wednesday, May 01, 2019 12:29 PM  
**To:** Reynoso, David  
**Subject:** You've been invited to join Ring Neighbors Portal



**You've been invited to join Ring Neighbors Portal.**

Ring invites you to join the **El Monte Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **El Monte Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

**Join Portal Now**



Unfortunately, Internet Explorer is currently not supported.



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ring

**Reynoso, David**

---

**From:** Ring Team <no-reply@ring.com>  
**Sent:** Wednesday, May 01, 2019 1:57 PM  
**To:** Reynoso, David  
**Subject:** New Comment Added to a Post You're Following: "Intruder alert in el monte"



Hi Chief Reynoso,

A Neighbor recently commented on a post you're following:

**Post Title:**

Intruder alert in el monte

**Neighbor Comment**

Neighbor30 wrote: "@Neighbor23 they could be at work and can't be on their phones all the time too"

[VIEW POST](#)



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**Reynoso, David**

---

**From:** Ring Team <no-reply@ring.com>  
**Sent:** Tuesday, September 11, 2018 6:00 AM  
**To:** Reynoso, David  
**Subject:** Join Ring and Shaq for the Party of the Year!

Eat, Drink  
and Reduce Crime!





+ ring

Shaquille O'Neal and the Ring Team are throwing a party and you're invited! Come enjoy an open bar, free food and more. Attendees will take home a gift of five free Ring Doorbells for their department and the community!

RSVP today to reserve your spot.

[Reserve My Spot](#)

### Event Details

Sunday, October 7  
5:15pm - 7:15pm

Hyatt Regency  
Florida Ballroom M-N  
9801 International Drive  
Orlando, FL 32819

Reynoso, David

---

**From:** Ring Neighbors Portal Team <neighbors-portal@ring.com>  
**Sent:** Tuesday, June 25, 2019 4:00 AM  
**To:** Reynoso, David  
**Subject:** Boost Leads with Video Requests

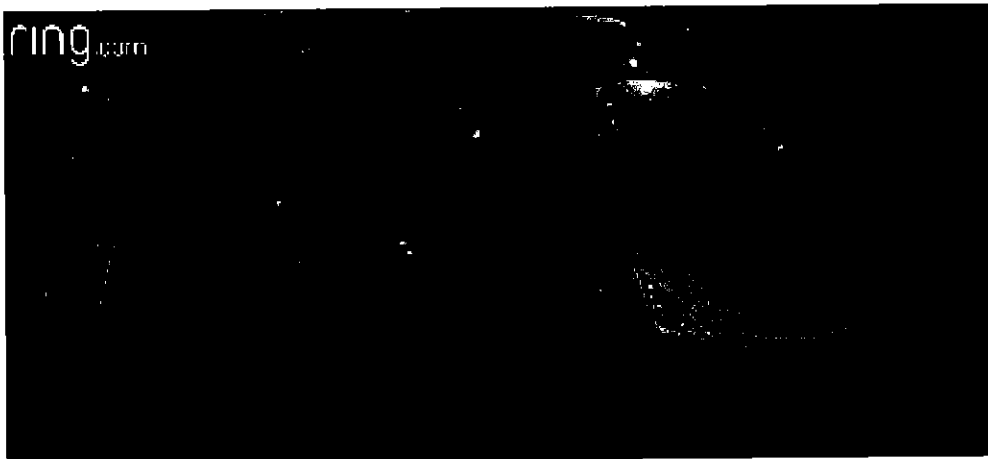


requesting videos from Ring device owners can provide many leads, but you can always use more to close a case. Extend your investigation to non-Ring device owners in the area by **creating a Post** on the Neighbors Portal after submitting a Video Request.

Soliciting information from all neighbors in the area of interest increases your chances of receiving actionable evidence to help solve more cases with one click.

### **Best Practices**

1. When submitting a Video Request, also **create a Post** to extend your reach
2. In your Post, ask neighbors to **share videos** from any kind of security camera or smart device

**Vehicle Burglary-Window Smash**

On 2/4/19 between 08:30 AM to 2:30 PM a victim's vehicle was burglarized while parked in the Business Complex. The vehicle was locked, however, the suspect smashed the side window to gain entry. Once inside of the vehicle, the suspect removed the victim's purse. The TRPD is reminding our residents prior to locking and leaving your vehicle unaccompanied to conceal or remove any valuables such as pocketbooks, computers, cell phones, cash/loose change that may be in plain view. Always remember, if it is out of sight it will be out of mind!

👍 0      💬 Reply

Neighbor 12 2 hours ago

Check out this video I captured on my Ring device <https://ring.com/...>

👍 12      💬 Reply

👮 Officer McGinnis - Tampa Police Department 2 hours ago

Thank you for sharing. If you don't mind could you check your e-mail in reference to releasing this video to the Tampa Police Department? it will greatly assist us in potential prosecution.

👍 24      💬 Reply

Neighbor 12 an hour ago

@Officer McGinnis - Tampa Police Department - I have some more videos from the same incident captured by other cameras. Can I email it to you. Thanks

👍 2      💬 Reply

👮 Officer McGinnis - Tampa Police Department 25 minutes ago

I will gladly accept them.

👍 24      💬 Reply

Cobian, Roger

---

**From:** Ring Team [no-reply@ring.com]  
**Sent:** Wednesday, April 03, 2019 11:02 AM  
**To:** Cobian, Roger  
**Subject:** You've been invited to join Ring Neighbors Portal



**You've been invited to join Ring Neighbors Portal.**

Ring invites you to join the **El Monte Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **El Monte Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

**Join Portal Now**

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Unfortunately, Internet Explorer is currently not supported.



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ring



Cobian, Roger

---

**From:** Ring Team [noreply@asknicelyemail.com]  
**Sent:** Monday, April 15, 2019 2:21 AM  
**To:** Cobian, Roger  
**Subject:** Hi Roger, just a quick question about Ring Neighbors Portal

## ring Neighbors Portal

How likely are you to recommend Ring's Neighbors Portal to others in law enforcement?

0 1 2 3 4 5

6 7 8 9 10

1 - Not Likely

10 - Extremely Likely

The email was sent by AskNicely on behalf of Ring's Neighbors Portal.

Powered by AskNicely

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AskNicely



**Cobian, Roger**

---

**From:** Andrea Han [redacted]  
**Sent:** Tuesday, April 30, 2019 4:35 PM  
**To:** Williams, Christopher  
**Cc:** Lowry, Benjamin; Cobian, Roger; Luna, Richard  
**Subject:** Re: [El Monte PD/Ring] Follow Up to Remote Webinar  
**Attachments:** Portal User Setup (5).xlsx

Hi Captain,

We're looking forward to the 10am and 12:30pm Onboardings tomorrow! I'll be arriving by 9:20am to set up my laptop/presentation. Do you have an IT person I can work with?

Also, can you please add all the attendees that will be at the Onboarding tomorrow to the attached sheet and send back to me tomorrow? I know you have the coordinators on there but we'll need to digitally add the additional attendees to Portal after the Onboarding concludes. My cell # is in my signature if you need to reach me.

On Tue, Apr 2, 2019 at 5:48 PM Williams, Christopher [redacted] wrote:

Here is the list of personnel for set up.

To accommodate the Staff meeting and presence of the Lieutenants and Sergeants we need to change to May 1, 2019. That will be a staff meeting day and give us the most personnel presence.

I have added Lt. Lowry, Sgt. Cobian and Sgt. Luna on this email so they can be included in the PIO Public message process. Please include them on communications with the outreach part of this project.

Thank you,

---

**From:** Andrea Han [mailto:[redacted]]  
**Sent:** Tuesday, April 02, 2019 4:25 PM  
**To:** Williams, Christopher  
**Subject:** [El Monte PD/Ring] Follow Up to Remote Webinar

Hi Captain Williams,

Thank you all for connecting with me earlier! *Recap and a few action items from our call below as promised.*

*I'll also be sending a separate, follow-up email with PR materials to your PIO so we can get started on the public announcement components ahead of the Onboarding as well.*

Can you please send me a list of the titles and emails of all of the coordinators who attended today's webinar as well as a beats map (shape file format is fine)?

## 1. Onboarding

a) Projected Date: Wednesday 4/24

Recommended schedule below:

**Session 1: Neighbors Feed @ 10AM** (to be scheduled by PIO)

Attendees: PIO, Existing social media users, Community Relations officers

**Session 2: General + Investigations @ 11:30AM** (to be scheduled by Investigations Coordinator)

Attendees: RTCC, CID, analysts, general

**b) Scheduling** - I'll be sending over a calendar invite to everyone who attended the webinar as a placeholder. Once confirmed, please send out your respective internal calendar invites to the team and copy myself.

## 2. Portal Requirements

**a) Account Provisioning** - Attached is an Excel doc outlining what's needed to provision users. Please add everyone that would potentially need an account and send it back our way before the scheduled onboarding. Please note that accounts will NOT be provisioned until after the onboarding and that we will confirm the final provisioning list with you before doing so. Please let me know if you have any questions on this!

b) **Browser Compatibility** - Portal is compatible with Chrome or Firefox. Please refrain from using Internet Explorer or any others not listed above.

### 3. Initial Public Announcement / Ongoing Engagement

a. Your PIO, Morgan and I will be following up separately with additional PR materials to help as we coordinate the initial announcement and begin strategizing for long-term engagement.

Otherwise, thank you again for your time earlier and let me know if you have any additional questions!

--

Thanks,

Andrea Han

Partner Success Manager



Orlando Police to use Ring doorbell security systems to fight crime

New Technology-Based Security System Replacing Neighborhood Crime Watch

*View more agency success stories under "Share" in the new Neighbors Portal Resource Center*

--

Thanks,

Andrea Han

Partner Success Manager



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

[See our agency success stories](#)

Cobian, Roger

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**From:** Andrea Han [REDACTED]  
**Sent:** Wednesday, May 01, 2019 10:59 AM  
**To:** Enriquez, Sergio; Fierro, George; Garcia, David; Girgle, Jeffery; Glick, Brian; Gonzalez, Richard; Luna, Richard; Molina, Carlos; Nafarrate, Eduardo; Reneer, Wyatt; Saenz, Art; Santa Anna, Armando; Shimazu, Blaine; Urias, Julian; Walterscheid, Eric; Yanez, Pedro; Atkinson, Jared; Figueroa, Aldair; Flores, Rene; Gall, Gary; Ramirez, Francisco; Abbott, Ryan; Burse, Jacob; Sardina, Roger; Snook, Mark; Williams, Christopher; Lowry, Benjamin; Buckhannon, Michael; Cobian, Roger; Fisher, Jake; Nurre, Shannon  
**Cc:** Angela Kang  
**Subject:** [Portal] Comments: A Two Way Communication Tool  
**Attachments:** Portal Comments.xlsx

Hi EPD Portal Users,

Hope this email finds you well. I noticed that both of you created Portal accounts and logged in. Now that you are more acquainted with Portal I wanted to share best practices around Comments that our most successful agency partners have done. As a reminder, **frequent** and **real time** commenting and posting on Portal significantly improves EMPD's relationship with civilians. Here's a list of resources to help you get started:

#### General Tips

The initial three months of the partnership will set the tone for EMPD's relationship with civilians on Portal. This is why it's crucial to start posting and commenting immediately. The civilian nature on the Neighbors App is real time so the best practice towards a successful agency and civilian relationship is responding frequently and in real time.

#### Canned Comments

Here's a list of canned comments and examples from our most successful agency partners that you can use to copy and paste from when responding to posts: Portal Comments (also attached). These were written by officer and detective Portal users.

#### Examples of Comments Interaction

Link (must be logged into EPD's Portal)

#### How to Log In to Portal

*\*Please use Chrome. Internet Explorer is not compatible.*

1. go to <https://nw.ring.com/>
2. Enter password
3. Bookmark <https://nw.ring.com/> for quick, easy access to Neighbors Portal

Please let me know if you have any add'l questions!

--

Thanks,

Andrea Han

Partner Success Manager  
[REDACTED]

---



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See our agency success stories

Cobian, Roger

---

**From:** Ring Neighbors Portal Team [neighbors-portal@ring.com]  
**Sent:** Tuesday, June 25, 2019 4:00 AM  
**To:** Cobian, Roger  
**Subject:** Boost Leads with Video Requests



Requesting videos from Ring device owners can provide many leads, but you can always use more to close a case. Extend your investigation to non-Ring device owners in the area by **creating a Post** on the Neighbors Portal after submitting a Video Request.

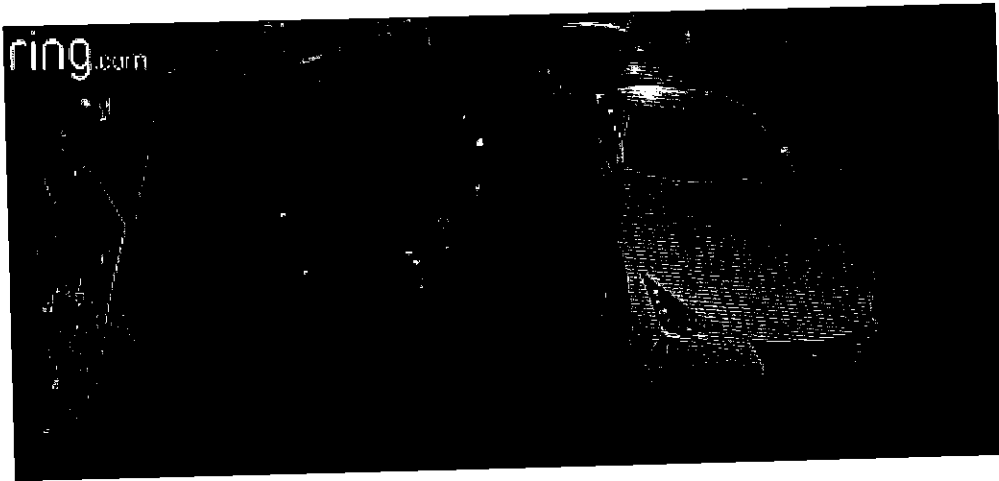
Soliciting information from all neighbors in the area of interest increases your chances of receiving actionable evidence to help solve more cases with one click.

### **Best Practices**

1. When submitting a Video Request, also **create a Post** to extend your reach
2. In your Post, ask neighbors to **share videos** from any kind of security camera or smart device
3. Provide your **contact information** so neighbors can reach out directly



[Go to Neighbors Portal](#)



### Vehicle Burglary-Window Smash

On 2/4/19 between 08:30 AM to 2:30 PM a victim's vehicle was burglarized while parked in the Business Complex. The vehicle was locked, however, the suspect smashed the side window to gain entry. Once inside of the vehicle, the suspect removed the victim's purse. The TRPD is reminding our residents prior to locking and leaving your vehicle unaccompanied to conceal or remove any valuables such as pocketbooks, computers, cell phones, cash/loose change that may be in plain view. Always remember, if it is out of sight it will be out of mind!

👍 0

💬 Reply

---

**Neighbor 12** 2 hours ago

Check out this video I captured on my Ring device <https://ring.com/...>

👍 12

💬 Reply

**Officer McGinnis - Tampa Police Department** 2 hours ago

Thank you for sharing. If you don't mind could you check your e-mail in reference to releasing this video to the Tampa Police Department? it will greatly assist us in potential prosecution.

👍 24

💬 Reply

---

**Neighbor 12** an hour ago

@Officer McGinnis - Tampa Police Department - I have some more videos from the same incident captured by other cameras. Can I email it to you. Thanks

👍 2

💬 Reply

**Officer McGinnis - Tampa Police Department** 25 minutes ago

I will gladly accept them.

👍 24

💬 Reply



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**Our mailing address is:**

1523 26th Street

Santa Monica, CA 90404

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